Business Technology Alignment (BTA)
ASG Meeting Minutes 5/1/02

Location:	830 1st Street, NW, WDC (room 221a), 2:00 – 3:00
Present:	Gary Adams, CSC Karen Anderson, Mod Partner Michael Bruce, Mod Partner David Elliott, FSA Denise Hill, FSA Paul Hill, FSA Yateesh Katyal, Mod Partner Bruce Kingsley, Mod Partner Bill Malyszka, Mod Partner Kathryn Pirnia, FSA Martin Renwick, Mod Partner
Objective and Agenda:	Objective: Agree on scope of electronic mass mailing research Agenda: ❑ Discuss electronic mass mailing issues and scope.
Action Items	**Action Item:** The research team will consist of Martin Renwick, Paul Hill, David Elliott, Karen Anderson, ITA representative, and Financial Partners representative. The team will research the issues identified during this meeting and prepare a draft white paper for the ASG to review.
Issues/Risks:	**Issue:** The electronic mailing scope was identified and research will begin on the issues identified during the meeting.
Next Meeting:	**TBD**

Meeting Discussion Items:

- Electronic Mass Mailing issue

    o FSA anticipates increasingly communicating with customers through electronic mail. These mailings are sent to both schools and students.

    o Recently, the 'ed.gov' domain was classified as a spammer by Hotmail after a testing team sent several hundred emails to a test account they setup on Hotmail. FSA needs to establish policies that allow many emails to be sent without triggering spam filters on ISPs.

- o Privacy Act data sent through electronic mail needs to meet federal requirements. This is something that each system will need to determine for itself. CPS sends a URL for the recipient to navigate to in order to view Privacy Act data. The data itself is never transmitted through electronic mail.

- o Electronic mail with attachments is also a concern, but it is expect that FSA will not send attachments through electronic mass mailings.

- o The proper construction of messages through XML is an issue. Also, verification of receipt of an electronic mailing is also important for financial management and auditing systems. These issues are outside the proposed scope of this research.

- Issues

  - o How to test system performance in development.

  - o How to send mass mailings while remaining within the capacity of the ED mail infrastructure. The impact on mail services resulting from undeliverable electronic mail being returned is also a potential capacity issue.

  - o Sending mass electronic mailings to avoid being labeled a spammer by ISPs needs to formalized.

- Research

  - o An examination of the electronic mail policies of other federal agencies will be undertaken. This will include researching standards by NIST.

  - o Current FSA systems will be surveyed to determine the current and expected volume and of electronic mailing and the mailing cycle. Any anticipated increases will also be documented.

  - o The research team will be Martin Renwick (AWG Sponsor), Paul Hill (or a representative from Schools), David Elliott (CIO), Karen Anderson (BTA), Bill Malyszka (BTA), a representative from ITA, and a representative from Financial Partners.